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Café Bertrand . . . A Café in the Bertrand Library

By James Van Fleet

Librarian/Information Specialist for Science and Engineering Resources
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Following months (indeed years) of planning, discussion, and negotiations, Gene Spencer, the Associate Vice President for Information Services and Resources, was recently able to make the following announcement to the campus community:



We believe that the
cafe will add to the com-
fortable and welcoming
atmosphere that currently
exists in the library.

Members of the Bucknell community,

We are pleased to announce that a new cafe facility will soon be opened on the first floor of the Bertrand Library, as a partnership between ISR and Dining Services. The facility will feature a service area between the Circulation Desk and the Technology Desk where you may purchase drinks and prepackaged food items. In addition, we will provide limited cafe seating in the back section of the first floor of the library for your convenience.

For those interested in the details, here's the long story. For the past five years, ISR staff have been talking about the possibility of adding a cafe to our library. Many academic libraries nationwide have installed such a facility for a variety of reasons. Our library obviously serves as a place to store and use a wealth of information resources. More importantly, it also serves as a wonderful place where people come to explore, learn, work together, meet with our expert staff and engage in a variety of intellectual pursuits. We believe that the cafe will add to the comfortable and welcoming atmosphere that currently exists in the library. The more people want to use the building, the more valuable it is to the community.

The cafe notion emerged as a high priority within ISR's strategic plan as a result of our conversations with various parts of the campus community. The University Library Committee endorsed the concept and recommended that we place the facility in the main section of the library (rather than in the 24 hour access computer lab).

On a related front, the Bucknell Student Government has been working for some time with Student Activities and Dining Services on a proposal for a new uphill facility where people could more conveniently purchase food and drink. Most notably, this project sponsored the trailer that sat along the east side of the library last spring. As the "uphill eatery" project moved forward and the library cafe project emerged within our strategic plan, the simple conclusion was to solve both needs with a single facility located within the library sooner rather than later.

For those of you who might worry about food and drink causing problems in the library, we had already relaxed our food and drink guidelines more than a decade ago. We simply ask that drinks be covered and that food be limited to less messy items. Rarely do

CONTINUED ON BACK

Meet the ISR staff!

Call Center Staff:

Left to Right: Mary Ann Johansson, Joel Wehr, Keelan Cleary, Steve Hoover, Rob Guissanie, Melissa Rycroft, Schelly Homan, (not pictured: Tom Olliver, Ed Fochler)

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Editors: Candice Hinckley, Jennifer Perdue, Mary Jean Woland, Lisa Veloz
Photographer: Debra Balducci

isr@bucknell is published three times during the academic year. Bucknell faculty and staff receive *isr@bucknell* free through campus mail; copies are made available for students in several locations around campus. Other interested individuals may subscribe by contacting the managing editor.

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Who's on the Phone at "the sevens?"

When Bucknell faculty, staff, or students need computer assistance, their first call for help will almost always be a call to campus extension 77777. The inside cover of this issue of ISR@ newsletter features a photograph of some of the staff members who cover the phones in our "Call Center." However, many more ISR staff members and student workers are involved in answering your calls for help all day, every night, and weekends. Twenty eight student workers at the Technology Desk handle a tremendous volume of calls with courtesy, efficiency, and technical know-how.

Here is a chance to put a face to the voice on the phone line when you dial "the sevens."



Left to right, **front row:** Adam Swank, Toan Phan, John Lord, Rob Huber
Back row: Kim Drozynski, John Mau, Brian Prinz, Jon Rabin, Andy Spohn-Larkins



Left to right, **front row:** Chris Tanana, Erin Lee, Kate Bermel, Erica Mroz
Back row: Justin Crane, Mark Colgan, Jay Thompson-Westra, Matt Berntsen, Tushar Desai, Mike Diehl



Left to right: George Casper, Chris Purcell, Gordon Araujo, Evan Kaiser, Cindy Campbell

Not pictured: Adam Graytock, Zohare Haider, Nick Losier, Eric Loveland, John Romany, Matt Vanderhoof, Diego Velasco



Planning Strategically for Bucknell's Campus-Wide Information Environment

By Gene Spencer, Associate Vice President for Information Services and Resources
gspencer@bucknell.edu

I was recently stopped by a member of the faculty as I walked across the academic quad. He wanted me to know that he had taken the time to read ISR's new strategic plan. He said, "Of all of the things demanding my attention, I wanted you to know that the ISR plan was the highest on my priority list." He went on to congratulate us on the strategic nature of the plan and the community-based process we use to create it.

ISR has a long history of strategic planning. In the 1996 strategic financial plan, information and technology were defined in one of seven critical areas of strategic focus. Out of that plan grew the IT Reserve Fund and a commitment to provide ongoing operating budgets to deal with growing demands for information resources and technology in the life and work of the campus, as well as a decision-making methodology that places the responsibility for the decisions into the hands of those "closest to the action." The University Library Committee (currently chaired by Matt Silberman) was asked to oversee the review process that assures our periodicals budget is allocated in an appropriate and responsible manner, and to provide guidance on issues about services and building use. Similarly, the Committee on Academic Computing (currently chaired by Mike Frey) was asked to give guidance and oversight to the decisions about faculty desktop computing and the use of technology in teaching, learning and research. Finally, the Administrative Computing Committee (currently

chaired by Cindy Bilger) was asked to take responsibility for decisions about staff computing and myriad special administrative projects. The ownership of these issues by these committees has been invaluable to us.

Based on our history of creating plans that engage the community in conversations and our work to share the decision-making process with interested representative groups, the path to creating ISR's Vision 2010 plan was obvious. We needed to create a plan with input from the campus community, guided by the expert knowledge of ISR staff members and driven by the three oversight committees. And, it all needed to be done within the time constraints of the fall semester.

In August 2002, we created a "strategic white paper" that defined a series of questions for the Bucknell community. We asked the committees how we might engage the groups they represented in the dialogue; each committee found a different approach that most closely met its needs. The members of the University Library Committee (representing each division) invited feedback from each academic department through the department's "library representative." The Committee on Academic Computing engaged their divisional subcommittees in conversations about the different computing needs in the various academic disciplines. The Academic Computing Committee hosted meetings of entire departments to talk about their use of technology and their needs for greater capabilities and efficiencies in their work. We also talked about future

needs with other important groups such as the Bucknell Student Government, the Academic Council, the Web Leadership Team and the Administrative Council. The conversations were intense and fruitful. We received a great deal of feedback on the relative success of our current campus-wide information environment, and learned of many ways to improve that environment.

If you haven't had a chance to read ISR's plan, I invite you to do so. The plan can be found on the ISR website at http://www.isr.bucknell.edu/About_ISR/Strategic_plan/. If you weren't able to attend one of the open forum discussions on this plan, it is not too late to participate. We invite your comments and refinements at any time.

Where do we go from here? Our three committees are busy helping us prioritize the initiatives in the plan. As you might expect, each of the three committees has its own unique focus. The prioritization will be tricky, but not impossible; ISR is accustomed to working simultaneously on multiple fronts. Work begins immediately on this plan. We are already focusing a great deal of staff time and energy on some of the highest priority needs, such as redefining our "information literacy" efforts, building a campus-wide portal, expanding our web capabilities and installing a new alumni/development system. Other priorities will emerge shortly and will need significant attention. We welcome the work and the opportunity to contribute to the changing campus environment.

It is worth noting that the bulk of

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A Sneak Peek at ISR Summer Projects

by Jeannie Zappe, Director of Service Integration
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As springtime finally arrives, the ISR staff is already busy planning our major projects for this summer. We'd like to give you a sneak preview so that you might be better able to plan accordingly. If you have any questions about how these projects might affect you in particular, please don't hesitate to contact us.

The campus Macs will leap to OS X. Apple's new operating system (pronounced "Oh es ten") will become the standard for all desktop and lab Macintoshes. OS X presents a GUI (graphical user interface) front end to a UNIX-based system. We believe that OS X has many benefits, including being more stable than OS 9, with additional security features such as file protection through permission settings incurred when a user logs into the system. OS X has also been enhanced since its original release to allow better integration with other platforms. This integration will allow our users to authenticate through Bucknell's existing authentication system. (We currently have to use a third-party product to require users to log on to campus Macs.) In addition, more applications are now being written to run in OS X. Most applications written for OS 9 will run within the Classic 9 mode in the new operating system.

Our OS X conversion project will be comprehensive. We'll begin just after finals end this spring and continue throughout the summer. ISR will be advertising and offering introductory

workshops in the late spring and summer; watch for announcements and updates via email and iNews as we move through this conversion. If you have any questions about this conversion, please don't hesitate to contact your ISR representative.

New hardware will replace four major servers. Four servers which make up the core of file services (Academic_depts, Admin_depts, Student_ak, and Student_lz) will be consolidated into one file server. This new device will provide state-of-the-art speed, reliability and horsepower, as well as ease of growth. Users will be able to use "snapshots" to back up and restore their data on this server more easily.

Because we'll be consolidating four servers into one, there will be some rearrangement of the structure users will see, and of the data within. We are aiming to make these changes as intuitive and least disruptive as possible. Again, we will provide more details about these changes as we move through the conversion process.

Annual computer replacement process will take place in June. In the annual desktop replacement process this summer, one-quarter (approximately 250) of the campus desktop computers will be replaced. In addition, we will replace about forty departmental printers, and we will deploy a to-be-determined number of upgrades. We expect the desktop installs to take place during the month of June.

In labs and classrooms, we plan to install at least 120 new laptop and

“
**Technology is
the easy part.
The hard part
is making
sure people
get what they
need.**
”

Sam Demas, College Librarian, Carleton
College speaking at the March 21, 2003 meeting
of the Association of College Libraries of
Central Pennsylvania.

desktop computers, replace or install about thirty projectors, and install twenty five Sun workstations. In addition, we'll redeploy approximately eighty other computers in labs. Please be aware that Rooke 17 will be closed throughout the summer and will open just before fall classes begin. In addition, Rooke 9 and 10, Dana 227 and the Library After Hours labs will be closed during their upgrades, and we will work as quickly as we can to reopen these locations.

As always, our summer will be very full and very fulfilling as we make some important enhancements to our facilities and services. Thank you for your patience as we work through these projects!

A GIFT FOR THE FUTURE: MARK NEUMAN DONATION PRESERVES UNPUBLISHED LITERARY MANUSCRIPTS

By Doris Dysinger, Curator of Special Collections/University Archives
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http://www.isr.bucknell.edu/Collection_Guides/SCUA/

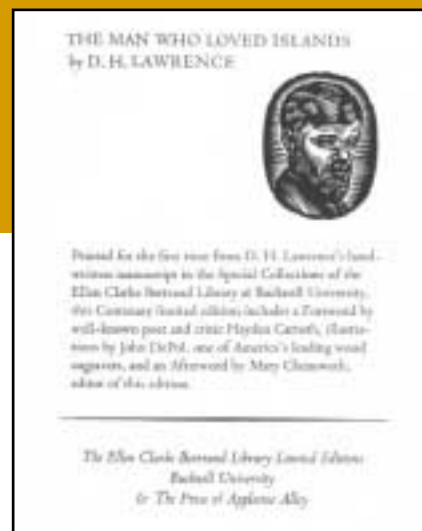
Mark Neuman served as Professor of History at Bucknell from 1965 through 1998. Upon his retirement, he presented a wonderful gift to the Bertrand Library, specifically designed to preserve unique Special Collections materials. Recognizing that many manuscripts and letters of world-renowned writers could be jeopardized, even destroyed, in a disaster-related emergency, Dr. Neuman arranged for microfilm copying to prevent the potential loss of irreplaceable information.

Over the last five years, nearly 9,300 images have been captured on film and stored by one of the nation's premier preservation centers. Films are stored underground in an optimum environment with temperature and humidity controls. The words of literary giants Edward Burne-Jones, Norman Douglas, D. H. Lawrence, Somerset Maugham, George Meredith, George Moore, William Morris, Dante Gabriel Rossetti, George Bernard Shaw, Horace Walpole, H. G. Wells, Oscar Wilde, William Butler Yeats, and the Irish Literary Renaissance

writers represented in the Oliver St. John Gogarty Collection are now safe from harm.

Future scholars will be able to consult a wide range of formats and topics, including inscribed photographs depicting details of activities, hand-drawn proof illustrations, and paste-down fragments of poetry in presentation copies of Dublin editions. Perhaps a bibliographer will conduct an in-depth comparative study of early versions and final publication of D. H. Lawrence short stories, particularly the Lawrence notebook containing his manuscript with numerous autograph corrections for *The Man Who Loved Islands*.

Anyone wishing to focus on central figures of the Irish Literary Revival will read the advice of Lady Augusta Gregory to Gogarty on his scripts for plays, many of which were produced at the Abbey Theatre. Lady Gregory, a leading force of the Irish Literary Movement, was one of the directors at the Abbey. Biographers and cultural historians alike may be fascinated by



Shaw's poignant description of W. B. Yeats in formal attire, illuminated by a London street lamp after attendance at a theatrical performance.

Dr. Neuman often brought the students of his History of Victorian England classes to see rare sources in Special Collections User Education sessions. He placed the highest value on the rich manuscript collections available to university students.

A dedicated scholar and teacher, Mark Neuman is one of the "keepers of the flame." The staff of Special Collections/University Archives is truly grateful for his generosity and concern in preserving our one-of-a-kind literary artifacts.

continued from page 4 "Planning Strategically"

It is worth noting that the bulk of the ISR strategic plan is aimed at our work over the next three years. In the dynamic world of technology and information, it is difficult to see much beyond a three year window. Because we know that change is constant, our plan also provides an ongoing planning process that will continue to extend the horizon additional years with the appropriate community involvement.

As part of our strategic planning process, we have also done some

financial benchmarking with our list of peer institutions to understand how our budgets compare with others. In three separate comparisons of library materials (books, periodicals, and digital resources), overall library budgets and general computing support (combined academic and administrative), we found ourselves squarely in the middle third of each list. While it is always good to find that we are neither at the expensive nor cheap end of the spectrum, it will mean that we will

continue to be challenged to provide the services and resources within our budget constraints. On the other hand, my optimistic nature leads me to believe that we'll work together as a community to figure out what is best for Bucknell. Now that's a plan!

May your semester conclude on a successful note and may your summer meet your greatest expectations!

— Gene

Senior Book Dedication: “How Do You Thank Someone...?”

By Mary Jean Woland, Circulation Services Team Leader
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They come to us as first year students, still struggling to learn the names of the buildings on campus, as upperclassmen who have found that their class schedules finally allow time for an on-campus job, or as graduate students who need to have flexibility in their work schedules. They are majors in English, Chemical Engineering, International Relations, Elementary Education, or Management. Some have significant prior experience with libraries or computers; some have no prior work experience at all. But all of them become an essential part of the ISR team.

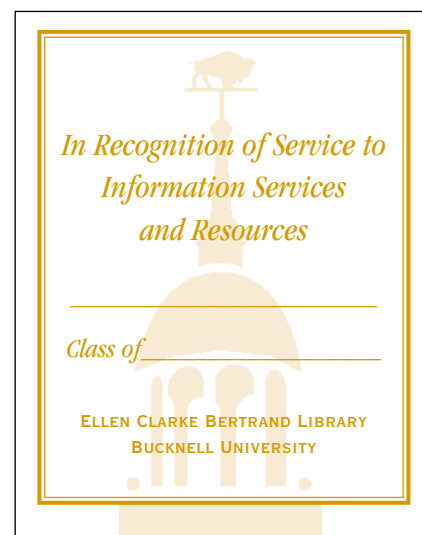
They are the student assistants who work in every area of ISR. Students in the library assist in the Interlibrary Loan process, organize and catalog rare items in Special Collections, and receive and unpack over 1,000 new items that arrive at the library each month. Others troubleshoot student computer problems over the phone from the Tech Desk, repair your personal PCs in the Software Services Clinic, write technical documentation, or visit your department to help with technical problems. They serve in the student residences as RCCs (Residential Computing Consultants) and design websites for faculty members as members of the ITEC group. Some student assistants respond during the evenings and on weekends to classroom media emergencies or re-shelve tens of thousands of books each year.

Many of the students work during evening and weekend hours when regular full time staff is not available. Their commitment to the service standards of ISR allows all Bucknell com-

munity members to receive products and services on an almost round-the-clock basis. Because their contributions are so significant, ISR staff is always thinking of ways to show them that they are appreciated. In addition to the occasional treat from home, we have an annual event, worthy of being called a tradition by now, that has come to represent a formal and meaningful way to say “thanks” to these hardworking colleagues. The annual Senior Book Dedication Ceremony is held each year in April.

Since 1998, all graduating student assistants are invited to select a book from the collection which will be dedicated in their honor. A bookplate, designed specifically for this purpose, is placed in the book, and the library catalogers add a statement about the purpose of the dedication to the item’s bibliographic record. We have a celebration in the library’s Traditional Reading Room, complete with faux champagne, at which all of the items selected by the graduating students are on display. Students are invited to share why they made their selection.

The range of choices made over the past five years is amazing. There are the titles from early childhood memories — perhaps the first book they can remember reading on their own: *Charlotte’s Web*, *Anne of Green Gables*, *Horton Hatches the Egg*, *The Velveteen Rabbit*, and so on. Some students select timeless classics like *The Count of Monte Cristo*, *For Whom the Bell Tolls*, and *Les Miserables*. And then there are the titles that begin to show the range of interests that these Bucknell students have acquired, like



On the Origin of Species, *The Rise and Fall of the Third Reich*, and *Modern Approach to Quantum Mechanics*. A former Special Collections student had a rare and valuable title dedicated in her honor, *Canterbury Tales: The New Ellesmere Chaucer Facsimile*.

Perhaps most meaningful of all are the titles selected because the student has some personal connection with that book. One senior selected a book about the famous designers of Tiffany’s masterpieces, *Glitter and the Gold*, because her grandfather was one of the jewelry designers covered in the book. Another student selected *Dred Scott Case* because her grandfather was the Pulitzer Prize winning author.

After this year’s April 24 Book Dedication Ceremony, all of the books selected will be on display in the exhibit cases in the library lobby. We invite all members of the Bucknell community to stop by and see the selections from our graduating student assistants. And, if you have occasion to be helped by one of ISR’s student workers, we encourage you to give him or her a simple “thank you.” We think they deserve it!

ISR VITAL STATISTICS

Jennifer Perdue, Technical Services Team Leader
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We all heave a sigh of relief when the doctor says that all of our vital signs look fine. It's good to hear that all of our systems are functioning harmoniously. ISR has its own version of vital signs that we conscientiously collect, record and analyze. We use the data for much the same reasons that health professionals collect our medical data; to ensure that all programs and services are functioning well and are properly staffed to meet the needs of the Bucknell community.

Some of the data tells us how we're doing in comparison to our peer institutions. Some of it helps us determine staffing needs. Some of it tells us if we've got the right systems in place so that people can do their jobs.

When we look at the number of unique services ISR provides, the variety and pervasiveness is astonishing....*Phone, network, books, videos, classroom support, technical support, circulation services, reference, computers, digital cameras, technical and library instruction, technology tutors, one-to-one instruction, resources to other universities, library online catalog, interlibrary loan, computer labs, desktop computers, ResNet, wireless, special collections and university archives, Banner, ECST, newspapers and journals, online resources and databases, software services clinic, web development.....*and that's just a partial list!

What is more significant and revealing is the depth and breadth of these services that we offer to the Bucknell community each year. As we check the pulse of ISR services, here are some of the data:

In a typical year ISR staff members:

- Borrow and lend over 15,000 Interlibrary Loan materials
- Circulate over 92,000 items
- Add around 15,000 new book titles to the collection
- Offer over 250 library instructional sessions.
- Conduct over 8,000 reference transactions
- Support close to 5,000 computers on campus
- Offer close to 200 one-on-one technology training sessions
- Solve over 12,000 computer problems for our Bucknell users
- Develop the ISR web site, which includes over 2,000 web pages, to guide our users to information services and resources

I think we could all agree that those are some healthy numbers!

CONTINUED FROM FRONT PAGE "CAFÉ BERTRAND"

we find any problem within the current restrictions, and we're sure that the Bucknell community will work to minimize any problems with the new cafe.

Where do we go from here? Shortly before Spring Break, we cleared the area in which the cafe service counter is to be installed. A local vendor delivered a prototype "cafe front" for us to review and critique. We quickly learned a lot from the community about what was and wasn't appropriate there, and we're working with the vendor to create something that more closely fits the library atmosphere. We are delighted with the plans that have emerged. Over the course of the next few weeks, the cafe front will be delivered and the necessary utilities will be installed.

Discussions about the list of menu items are still underway. Obviously, we will pay close attention to concerns over noises, smells and unnecessary messes (we feel good about the partnership that we are developing to resolve these issues). The hours of operation are also under consideration. Dining Services will staff the facility and expect it to be self-sustaining. Thus its hours of operation will be limited to times of expected high use.

A lot will happen over the next few weeks. Many thanks to everyone in the BSG, Student Activities, Facilities, Dining Services and ISR who have contributed to this effort.

**Gene Spencer (ISR) and
Tim Tenon (Dining Services)**

This developing project has received a great deal of attention on campus. Faculty have commented through their email listserv, some expressing reservations over placing books and food in proximity, others endorsing the idea of "enriching" the Library as a "living / learning environment."

A lengthy article starting on the front page of the March 28, 2003 Bucknellian explores the history of this project, and offers additional details concerning the hours, seating arrangement, and potential menu offerings of the new Café. Student feedback to the Café plan is uniformly positive.